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| **DEPARTMENT OF HEALTH SERVICES**  Division of Medicaid Services  F-02587 (12/2019) | | | **STATE OF WISCONSIN** | | |
| **CHILDREN’S LONG-TERM SUPPORT (CLTS) WAIVER PROGRAM**  **DECIDING TOGETHER IMPLEMENTATION PLANNING TOOL** | | | | | |
| Use of this form is optional. This planning tool was developed as a resource to aid county waiver agencies (CWAs) as they implement the Deciding Together collaborative decision-making process for service planning with families enrolled in the Children’s Long-Term Support (CLTS) Waiver Program. The tool outlines four key areas for county level implementation; training, engaging families, supervision, and monitoring. As of January 1, 2020, CWAs are required to implement use of Deciding Together with every family when developing Individualized Service Plans (ISPs). | | | | | |
| Date | County/Agency Name | | | Name and Title of Person Completing this Form | |
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| Email Address for Person Completing this Form | | | | Phone Number for Person Completing this Form | |
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| Section 1: Training for Support and Service Coordinators | | | | | |
| Each CWA needs to provide training to all Support and Service Coordinators (SSCs) to ensure that they are skilled and confident in using the Deciding Together process with families. Effective use of the Deciding Together process requires that SSCs are effective in promoting and encouraging family voice and choice using a collaborative and transparent decision-making process.  Key Training Areas   * Review the Deciding Together Guide and Instructions. * Discuss strategies to engage, encourage, and empower families. * Explore ways to promote identification of goals and elicit creative thinking:   + Going through the day in the life of the family (identify what is working well and what can be improved).   + Dreaming big (envision the child’s future and then determine the incremental steps to reach these goals)   + Thinking outside of the box and including community, informal, natural and formal resources * Practice methods to collaboratively and transparently make service plan decisions and normalizing differences of opinion * Review requirements on providing notice of action with all denials or reductions in service or support requests and the appeals options for families * Teach ways to identify, document and evaluate goals * Strategize techniques for routinely measuring success towards chosen outcomes.   Place a check mark next to your county’s status in training SSCs to be proficient in using the Deciding Together process with all families:  Planning  In Process  Fully Implemented | | | | | |
| In addition to reviewing the Deciding Together Instructions, identify the ways your county has, or plans to provide training to staff. Include dates, topics, and supplemental materials being used. | | | | | |
| Training Activity | | Description | | | Date |
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| Training Activity | | Description | | | Date |
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| Section 2: Engaging Families | | | | | |
| Family participation is critical for successful service planning. Families need to be informed and engaged in their active role in the Deciding Together collaborative decision-making process and their ability to choose support people to be a part of the team. Being informed in advance allows the family to prepare their thoughts on goals and issues. It is important that SSCs set the stage for families to feel comfortable and confident that they will not be judged when sharing their issues, goals, ideas and/or expressing differences of opinion. Families need to clearly understand how service decisions are made and receive written notification if a support is being denied and be informed and understand the steps they can take if they are not in agreement with the resulting ISP decisions. Families may also need assistance with appealing a decision.  Key Steps   * Determine county protocol for educating families on Deciding Together.   + Share the Deciding Together Guide with families in advance of service planning. * Promote opportunities for families to identify and include supportive team members. * Develop consistent messaging to families on:   + - Empowering families to be in the lead.     - Explaining the roles of team members and facilitating the process when helpful.     - Encouraging families to share their concerns, needs and potential supports (“no bad ideas” approach).     - Normalizing disagreement.     - Reviewing procedures for denying a support request, navigating differences of opinion, and local level grievance/complaints and state level formal appeal procedures. | | | | | |
| Place a check mark next to your county’s status on engaging families in the Deciding Together process:  Planning  In Process  Fully Implemented | | | | | |
| Describe in the box below the steps you have taken, or are planning to take to fully educate and inform families on the Deciding Together process. This includes determining protocol for when and how the Deciding Together guide is shared with families. | | | | | |
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| Section 3: Supervision | | | | | |
| CWAs need to develop policy and protocol that outlines expectations for effective usage of the Deciding Together collaborative decision making process. Supervisors play an important role in supporting ongoing development of SSCs to ensure proficiency in using the process with each family in a collaborative and family-driven manner. It can be helpful to build protocol into regular supervision to offer ongoing skill development for areas such as: team or wraparound approaches, developing comprehensive and holistic service plans, positive engagement, promoting family voice, and navigating differences of opinion and appeals.  Areas to consider for agency level supervision include:   * What protocol is in place to ensure usage of the Deciding Together in a collaborative, family driven, comprehensive and manner? * What methods will be put in place to support ongoing skill development for SSCs? * How will you assess staff proficiency and the effectiveness of an SSC’s approach to using Deciding Together with families?   + Reflective supervision–providing an opportunity for SSCs to analyze their performance and identify areas of improvement.   + Role modeling, peer review or mentoring. * Develop feedback loop to obtain information from families on their experience:   + Did the process feel collaborative?   + Did the family understand why decisions were made, were they informed in writing of denials and know how to appeal?   + Did the family feel comfortable expressing their opinions and filing an appeal?   + Does the service plan address the things that are most important to the family?   + Was the family given resources for services and supports beyond what is CLTS Waiver program allowable? * Supervisory review of documentation–does documentation show that a collaborative process was used? | | | | | |
| Place a check mark next to your county’s status in supervising SSCs to develop ongoing skills building and proficiency in using the Deciding Together process:  Planning  In Process  Fully Implemented | | | | | |
| Describe in the box below the steps you have taken, or are planning to take, to weave Deciding Together into supervision practices. | | | | | |
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| Section 4: Monitoring and Evidencing Usage at an Agency and Service Coordinator Level | | | | | |
| As noted, CWAs are expected to have policies and protocol that ensure consistent use of the Deciding Together collaborative decision-making process for service planning with each family. As CWAs develop standardized protocol for documenting usage of Deciding Together process it can be helpful to identify procedures that are helpful to the service planning process. There are a variety of ways a CWA may identify to systematically evidence use of the collaborative process. One option is a brief written summary of the collaborative Deciding Together conversation that is developed during the service planning process. This collaborative documentation approach also increases transparency and can assist in future service planning.  As a reminder: record reviews in the year 2021 of files starting January 1, 2020, will include the requirement of inclusion of documentation that reflects a collaborative decision making process using the Deciding Together guide.  Areas to consider:   * What policy and protocol is in place to ensure use of the Deciding Together with each family? * How will the documentation will reflect:   + Inclusion of family participation and choice (helpful to include quotes from the child/youth and family members).   + Completion of each step.   + How the services and supports will be monitored for effectiveness. * What consistent documentation will be in each participant’s file? * What format of documentation of the service planning process is most helpful to the family, SSC, supervisor and participant record? | | | | | |
| Place a check mark next to your county’s status in evidencing usage in the Deciding Together process:  Planning  In Process  Fully Implemented | | | | | |
| Describe in the box below the steps you have taken, or are planning to take, to evidence use of Deciding Together. | | | | | |
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| Need Assistance? | | | | | |
| Contact your [BCS technical assistance (TA) lead](https://www.dhs.wisconsin.gov/publications/p00996.pdf) if you need further assistance. | | | | | |